



TITLE VI AND OTHER CIVIL RIGHTS PROGRAM

July 2017

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Notifying the Public of their Civil Rights

The City of Jonesboro

- Title VI of the Civil Rights Act of 1964 states: No person in the United States shall on the grounds of race, color, or national origin, to be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.
- American with Disabilities Act of 1990 states: No person in the United States shall be discriminated on the basis of disability in all services, programs, and activities provided to the public by state and local governments, except public transportation services.
- Title IX of the Education Amendments of 1972 states: No person in the United States shall be discriminated against based on sex under any education program or receiving Federal financial assistance.
- Age Discrimination Act of 1975 states: No person in the United States shall be discriminated against based on age in programs or activities receiving Federal financial assistance.
- Civil Rights Restoration Act of 1987 states: It clarifies the intent of Congress as it relates to the scope of Title IV of the Civil Rights Act of 1964 and related nondiscrimination statutes to ensure nondiscrimination in all programs and activities of a recipient, whether those programs and activities are federally funded or not.
- The Food Stamp Act of 1977 states: It prohibits discrimination against any applicant or participant in any aspect of program administration for reasons of age, race, color, sex, handicap, religion creed, national origin, or political beliefs.
- Enforcement of Title VI of the Civil Rights Act of 1964 states: Prohibited discrimination against persons with limited English proficiency and requires improved access to any public services.

- The City of Jonesboro operates its programs and services without regard to age, race, color, national origin, sex, religious creed, disability, persons of limited English proficiency and political beliefs in accordance with all acts related to Civil Rights. Any person who believes that he or she has been aggrieved by any unlawful discriminatory practices under these acts may file a complaint with the City of Jonesboro.

- COJ's Notice to the Public is posted:
 - On the city website
 - In the lobby of City Hall's first floor
 - In the waiting room of the Human Resources Offices

For more information on the City of Jonesboro's civil rights program, and the procedures to file a complaint, contact (870) 933-4640; email ddouglas@jonesboro.org; or visit the City of Jonesboro Human Resources Department located in the Jonesboro Municipal Center, 300 South Church St., Jonesboro, AR 72401. For more information, please go to <http://www.jonesboro.org/159/Human-Resources>.

- A complainant may file a complaint directly with regards to any federal program by contacting the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

- If information is needed in a language other than English, contact (870) 932-1052

COJ Civil Rights Complaint Procedures

This section outlines the Civil Rights complaint procedures related to the programs, services, and benefits provided by the City of Jonesboro. However, nothing outlined herein would prevent a complainant from filing a formal complaint with the City Council, the Equal Employment Opportunity Commission, or the Office of Civil Rights, or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

GENERAL

Any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination on the basis of age, sex, race, color, disability, religious creed, political beliefs or national origin as noted below may file a written complaint with the City of Jonesboro. Complainants have the right to petition directly to the appropriate Federal agency. Every effort will be made to obtain early resolution of any/all complaints. The option of informal meeting(s) between the affected parties and the Title VI coordinator may be utilized for resolutions.

PROCEDURE

1. The complaint must meet the following requirements:
 - a. The Complaint shall be in writing and signed by the complainant(s). In cases where complainant is incapable of providing a written statement, a verbal complaint may be made. The Title VI Coordinator will interview the complainant and assist the person in converting verbal complainants into writing. All complaints must, however, be signed by the complainant or his/her representative.
 - b. The Complaint must include the date of the alleged act of discrimination, date when the complainants became aware of the alleged act of discrimination, or the date on which that conduct was discontinued or the latest instance of conduct.
 - c. The Complaint must present a detailed description of the issues, including names and job titles of those individuals perceived as parties to the complaint.
 - d. Federal law requires complaints to be filed within 180 calendar days of the alleged incident.

2. A complaint must meet the following criteria for acceptance:
 - a. The complaint must be filed within 180 calendar days of the alleged occurrence.
 - b. The allegation must involve a covered basis such as race, color, or national origin.
 - c. The allegation must involve a federally funded service or that of a sub-recipient/contractor.

3. A complaint may be dismissed for the following reasons:
 - a. The complainant requests the withdrawal of the complaint.

- b. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
 - c. The complainant cannot be located after reasonable attempts.
4. Upon receipt of a properly filed complaint, the Title VI Coordinator will begin the investigation based on its merits. During the investigation, the Title VI Coordinator will collect all pertinent data related to the circumstances of the allegations.
5. Once the Title VI Coordinator determines to accept the complaint for investigation, the complainant will be notified in writing of such determination.
6. In cases where the COJ Human Resources Department (Human Resources Director) assumes the investigation of the complaint, within 90 calendar days of the acceptance of the complaint, an investigative report will be written by the Title VI Coordinator. This report shall include a narrative description of the incident, identification of persons interviewed, a determination developed from the factual findings, and recommendations for disposition.
7. The investigative report and the determination will be presented for review to the Mayor and to the City Attorney, each of whom will have the authority to review the findings and make additional comments as deemed necessary. Once the Mayor and City Attorney have reviewed the report, the Finance Committee will review and approve any recommended corrective actions that were recommended by the Title VI Coordinator.
8. Notice of the investigative report written by the Title VI Coordinator, and reviewed by the Mayor, City Attorney and Finance Committee, will be provided to the complainant and department. This notice shall also include information regarding appeal rights of the complainant and instructions for initiating such an appeal. In the event a department is found to be in non-compliance with Title VI regulations, corrective actions will be listed.
9. Notice of appeals are as follows:
 - a. The City will reconsider the findings in the investigative report if new facts come forth.
 - b. If the complainant is dissatisfied with the findings in the investigative report set forth by, the same complaint may be submitted to the federal agency for investigation.

10. A copy of the original complaint, the investigation report, and the Final Correction Action Plan, if appropriate, will be issued within 120 days of the receipt of the complaint.

11. A summary of the complaint and its resolution will be included as part of the Title VI and other Civil Rights updates to the federal agency's funding affected and the department.

12. The Title VI Coordinator will provide quarterly reports to the Finance Committee that has been deemed as proper oversight for the program. The quarterly reports will consist of the number of complaints filed, number of investigations, and the number of corrective action plans performed during the quarter.

COJ Title VI Complaint Form

Section I:

Name:

Address:

Telephone (Home):

Telephone (Work):

Electronic Mail Address:

| | | | | |
|---------------------------------|-------------|--|------------|--|
| Accessible Format Requirements? | Large Print | | Audio Tape | |
| | TDD | | Other | |

Section II:

| | | |
|---|------|----|
| Are you filing this complaint on your own behalf? | Yes* | No |
|---|------|----|

* If you answered "yes" to this question, go to Section III

| | |
|---|--|
| If not, please supply the name and relationship of the person for whom you are complaining: | |
|---|--|

Please explain why you have filed for a third party:

| | | |
|---|-----|----|
| Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. | Yes | No |
|---|-----|----|

Section III:

I believe the discrimination I experienced was based on (please check all that apply):

Race Age Sex Religious Creed Disability Political Beliefs Color National Origin

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Please see reverse side for additional required information

Section IV:

Have you previously filed a Title VI complaint with this agency? Yes No

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

If yes, check all that apply:

Federal Agency: _____

Federal Court: _____

State Court: _____

State Agency: _____

Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section VI:

Name of agency complaint against: _____

Contact person: _____

Title: _____

Telephone number: _____

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

City of Jonesboro Title VI Coordinator

Attn: Mr. Dewayne Douglas, Human Resources Director

P.O. Box 1845

Jonesboro, AR 72403

COJ Título VI Formulario de Queja

Sección I

Nombre:

Dirección:

Teléfono (Casa):

Teléfono (Trabajo):

Correo Electrónico (email):

| | | | | |
|----------------------------------|--------------|--|----------------|--|
| Requisitos de formato accesible? | Letra Grande | | Cinta de Audio | |
| | TDD | | Otro | |

Sección II

¿Está presentando esta queja en su nombre?

Si*

No

* Si respondió "sí" a la pregunta, pasar a Sección III

Si no, por favor proporcione el nombre y la relación de la persona para quien es la queja:

Explicar por qué ha presentado la queja por alguien:

Confirme que ha obtenido el permiso de la parte agraviada por la cual esta presentando la queja.

Si

No

Sección III

Creo que la discriminación que experimenté se basó en (marque todo lo que apliquen):

Raza / Etnicidad / Color Origen nacional Discapacidad Edad Sexo

Religión / Creencia Creencia política Otro (a): _____

Fecha de la supuesta discriminación (Mes, Día, Año): _____

Explique lo que sucedió y por qué cree que fue discriminado. Describa a todas las personas involucradas. Incluya el nombre y la información de contacto de la persona (s) que discriminó (si se conoce), así como nombres e información de contacto de cualquier testigo. Si necesita más espacio, utilice la parte posterior de este formulario.

Ve el reverso para información adicional requerida

Sección IV

¿Ha presentado anteriormente una queja de Título VI con esta agencia? Si No

Sección V

¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal? _____

¿Sí? Marque y nombrar todas las agencias que correspondan:

[] Agencia Federal: _____ [] Agencia Estatal: _____

[] Corte Federal: _____ [] Agencia Local: _____

[] Corte Estatal: _____

Proporcione información de contacto de la persona en la agencia / tribunal donde se presentó la queja.

Nombre: _____

Título: _____

Agencia: _____

Dirección: _____

Telefono: _____

Sección V

Nombre de la agencia que la queja es en contra: _____

Pesona de contacto: _____

Título: _____

Telefono: _____

Puede adjuntar cualquier documento u otra información que considere pertinente a su queja.

Por favor firmar y marcar la fecha abajo:

Firma

Fecha

Este formulario puede ser entregado en persona o enviarlo por correo a los siguientes datos:

City of Jonesboro Title VI Coordinator
Attn: Sr. Dewayne Douglas, Human Resources Director (Director de Recursos Humanos)
P.O. Box 1845
Jonesboro, AR 72403

Title VI List of Investigations, Lawsuits, and Complaints

| | Date (Month, Day, Year) | Summary (include basis of complaint: age, sex, race, color, religious creed, disability, political beliefs or national origin) | Status | Actions Taken |
|------------------------|-------------------------------|--|----------------|----------------|
| Investigations | | | | |
| 1. None Under Title VI | Not Applicable | Not Applicable | Not Applicable | Not Applicable |
| 2. | | | | |
| Lawsuits | | | | |
| 1. None Under Title VI | Not Applicable | Not Applicable | Not Applicable | Not Applicable |
| 2. | | | | |
| Complaints | | | | |
| 1. None Under Title VI | Not Applicable | Not Applicable | Not Applicable | Not Applicable |
| 2. | | | | |

Public Participation Plan (PPP)

Goals and Objectives for the Public Participation Plan

The Public Participation Plan (PPP) is a guide for COJ's ongoing public participation endeavors. Its purpose is to ensure that the City utilizes effective means of providing information and receiving public input on any decisions from low income, minority and limited English proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations.

COJ understands that under federal regulations, any city employees must take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

In addition to language access measures, other major components of the PPP include: public participation design factors; a range of public participation methods to provide information, to invite participation and/or to seek input; and performance measures and objectives to ensure accountability and a means for improving over time.

If a department knows that they will be presenting a topic in a geographic location with a known concentration of LEP persons, the Department will make a concerted effort to have meeting notices, fliers, advertisements, or agendas printed in the alternative language. As well, the department will coordinate with a local community organization to have someone available who can help interpret information at the meeting. When coordinating public meeting in a particular location, the Department will ensure an interpreter will be available for those individuals with limited English proficiency. In addition, the Department will ensure to provide reasonable accommodations and services for persons who require special assistance to participate in any public involvement opportunities related to federally aided programs.

The Department will develop and disseminate Title VI Program information to employees, sub-recipients, contractors, consultants, and stakeholders as well to the general public. Public dissemination may include postings of policy statements, inclusion of Title VI language in contracts or other agreements, website postings and annually publishing the Title VI Policy Statement in newspapers having a general circulation and informational brochures. Ensure the public service announcements or notices are posted of proposed projects, hearings, meetings, or formation of public advisory boards, in newspapers or other media reaching the affected communities within the geographic area. Ensure the full utilization of available minority publications or media; and where appropriate, provide written information in languages other than English or for persons that are visually and hearing impaired. All public meetings and hearings information involving the Title VI Program will be forwarded to the Title VI Coordinator as record of such events.

The Title VI Coordinator will provide quarterly reports with the number of complaints filed, investigations and resolutions for the City and report any complaints forwarded to the Office of Civil Rights for the federal agency as warranted by the nature of the allegations. The City Attorney will review these quarterly reports for transparency and accountability on behalf of the City and its federally funded programs.

All Departments also actively participates in the public meetings held early each year in Jonesboro's six wards. These meetings are sponsored by the Mayor to attract a fair representation of the diverse demographics of each of these wards.

In addition, many of the departments maintain a strong relationship with local non-profits that assist the Hispanic community with any language barriers that would deny equal opportunities through our public services.

Another major focus for the City is to continue in fostering its relationship with Arkansas State University (A-State). While comprehensive, the University has seen an overall increase of its student population, with their international student enrollment has grown more than 7% of its population and their needs are definitely on the City's "radar". Although most of these "internationals" are from Asia and the Middle East, some of the European and African students have grown in recent years. Moreover, most of these international students come from countries that have well-developed public services in most of their cities.

Even though the classes of the international students are conducted in English there is much emphasis on "immersion" in the American culture, the City is committed on ensuring that these students can receive these public services needed without language being a barrier. Arkansas State University's Office of International Programs has agreed to cooperate with COJ in providing support when needed. Certain departments also periodically attends some events provided for the international community by the University.

The City also makes use of the most recent technologies to disseminate information and to encourage participation in its planning activities. Notices of planning meetings are posted on the City website. In addition, notices are emailed to publicize these events to many diverse groups and local organizations. The following agencies to receive this information about any upcoming COJ public planning meetings, along with a request for the addressee to provide the attached information to their clientele.

Abilities Unlimited, Incorporated
Arkansas Department of Human Services - Jonesboro
Crowley's Ridge Development Council
East Arkansas Planning and Development District
Greater Jonesboro Chamber of Commerce
Hispanic Community Services Incorporated
Jonesboro Urban Renewal and Housing Authority
Jonesboro Regional Public Library
St. Bernards Senior Center
The Learning Center
The Mall at Turtle Creek
Valley View Adult Education Center
All neighborhood associations

Other items available on the COJ website is contact information for each department's staff. Frequently, city officials receive emails during after hours, on weekends and holidays from citizens needing information about all the city services available. Such requests are responded to in a timely manner, often these requests have been responded to before the city offices have opened on the next business day.

COJ Language Assistance Plan

Factor 1: Improving Access for People with Limited English Proficiency Four Factor Analysis

The City of Jonesboro has conducted the following analysis under Title VI of the Civil Rights Act of 1964, to seek ways to improve access for services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person on the grounds of race, color, or national origin, be excluded from participation in, been denied benefits, based on discrimination under any program or activity receiving federal assistance from any federal agency.

COJ has conducted the following analysis using the four factors identified in the Department of Transportation (DOT) LEP guidance:

Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population

Task 1, Step 1: Examine prior experience with LEP individuals.

Current data indicates that approximately 6.6% of Jonesboro's population over five years of age speaks a language at home other than English {2010-2014 S1601 LANGUAGE SPOKEN AT HOME}. At 4.4%, the most common non-English language spoken in homes is Spanish or Spanish Creole. With LEP populations as low as these numbers indicate, city staff have infrequent contact with this segment of our population.

Although Spanish-speaking individuals and families have increasingly located in Jonesboro over the past two decades, this demographic is still not as sizeable as it is in Central and Western parts of Arkansas or several other parts of the South. Due to the relatively small percentage of the Jonesboro population being Hispanic and the tendency of many Hispanic workers to "car-pool" to a common worksite, city employees very seldom encounter Hispanics using public transit.

COJ has attempted to promote its services throughout the Hispanic community and among the Hispanic leadership. However, Hispanics utilizing the city's services have not increased in spite of our concerted efforts. COJ has succeeded in employing several different nationalities to our growing workforce in hopes this will reduce the barriers for different nationalities and their language barrier.

COJ has cultivated a very strong relationship with a Jonesboro-based Hispanic Community organization. This organization has strong ties to the different services and programs offered by the City. Moreover, this organization provides language translation services to the City through translation of promotional materials and sends interpreters to those individuals interacting with the local government when language deters accessibility and availability.

In addition, Jonesboro is the home to Arkansas State University's flagship campus. For much of the past decade, Arkansas State in Jonesboro has been engaged in an intense and very

successful International Student recruiting process.

Throughout this engagement, efforts have brought thousands of students from Asia, Africa, South America and the Middle East to the campus in Jonesboro. Soon Arkansas State will open a sister campus in Querétaro, Mexico that will bring additional International students whose native language is Spanish.

City employees do encounter/interact with this diverse student body on a routine basis. Additionally, Arkansas State University has developed some its own public services such as public transit for this cohort; and these services will serve after hours when City services are closed at nights and weekends.

Moreover, most of the International Students have a good command of the English language and the University has suggested to these students when they are conducting business throughout the city to use English, if possible. COJ has maintained an excellent relationship with the Office of International Programs and works extremely hard to ensure that the needs of the International Students are met relative as it relates to local government services. Certain departments have agreements with the Office of International Programs that allows these departments to request assistance with translation for the general population. Moreover, city officials meet periodically with Arkansas State University's administration and students to discuss the public services offered by COJ.

Task 1, Step 2: Become familiar with data from the U.S. Census

This report was constructed using U.S. Census data obtained from the American Fact Finder, Tables S1601 (Language Spoken at Home, 2010-2015 American Community Survey 5-Year Estimates) and B 16001 (Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over, 2010-2015 American Community Survey 5-Year Estimates).

Task 1, Step 2 A: Identify the geographic boundaries of the area that your agency serves.

Local public services area are defined by the city limits of Jonesboro. Appendix1 (p. 26) contains city map showing the boundaries of City's service boundaries.

Task 1, Step 2 B: Obtain Census data on the LEP population in your service area.

The data from this table presents that of the 96,443 peopled surveyed in Craighead County AR only 2,097 (2.2%) indicated that they spoke English "less than very well". Jonesboro is the population center of Craighead County AR and according to 2016 Census data had 78% of Craighead County's population.

Task 1, Step 2 C: Analyze the data that you have collected.

Using the 96,443 respondents in the data, the City of Jonesboro should have approximately 74,889 of that number. If all 2,097 of those reporting that they spoke English "less than very well" lived in Jonesboro that would only be 1.9% of the Jonesboro population.

Task 1, Step 2 D: Identify any concentrations of LEP persons in your service area.

In Jonesboro, 1,932 persons were identified as "Speaks English less than very well". Of these 1,373 (70%) are Spanish speakers and 386 (20%) identify as speakers of Asian and Pacific Island languages.

Task 1, Step 3: Consult state and Local sources of data.

There are eight public school systems in Craighead County, six of which have portions of their district within the corporate limits of Jonesboro, although none of the districts lie totally within the City of Jonesboro. Of these six public school districts that have at least part of their attendance area within the City of Jonesboro, two districts (Jonesboro Public Schools and Nettleton Public Schools) serve the portions of the city in which the LEP population is prone to reside.

The data provided by these two school districts have consistently indicated an ELL/LEP enrollment of less than 10% (JPS = 8.57%/NPS = 4.35%). Although Spanish is the predominant ELL language (JPS = 8.23% and NPS = 3.46%), these schools have reported up to nine different languages in any given year.

All 15 of the Jonesboro Public Schools and Nettleton Public Schools campuses are located within the city limits.

Task 1, Step 4: Community organizations that serve LEP persons.

COJ has current relationships with the following local institutions that provide specific services to the LEP community:

Arkansas State University - Jonesboro Campus
The Valley View Adult Education Center
The Hispanic Community Services, Incorporated (HCSI)
The ELL departments of the Jonesboro and Nettleton Public School Districts

Task 1, Step 4.A: Identify community organizations and obtain information.

Arkansas State University – Jonesboro reported that for Spring 2016 semester they enrolled 84 English as a Second Language (ESL) students.

Valley View Adult Education Center reports that it served 76 ESL students for the School Year 2015-16.

For the year 2015, The Hispanic Community Services, Incorporated provided written translation services for 513 individuals and many oral interpretations for the Hispanic and Latino communities. In that HCSI is a regional organization, not all of the individuals who were served resided in Jonesboro.

Factor 2: The frequency with which LEP individuals come into contact with your program, activities, and services

Task 2, Step 1: Review the relevant programs, activities, and services provided.

As was discussed in Step 1, COJ does not generally experience significant daily contact with the LEP population. This is especially true in regards to the use of public transit by the Hispanic/Latino community at large.

The reality that the Hispanic/Latino population in Jonesboro seldom uses public services despite the City's efforts to make our services more widespread to the Hispanic/Latino community. Specifically, COJ has produced service materials in Spanish and located a bus stop that is nearby the HCSI offices. Moreover, these areas were strategically selected because the Hispanic/Latino population primarily live, work and shop nearby the community center (HCSI). Moreover, all of the Jonesboro and Nettleton Public Schools campuses have locations within the city limits that allows the LEP students to have access to many public services offered by the City.

As an indication of how closely city officials partners with HCSI, the Hispanic Center has received over five years of CBDG funding for its translation services to the Hispanic/Latino community. Many departments advertise in HCSI monthly publications and participates in the annual Hispanic Festival held in early May each year.

Certain department heads and directors have communicated with Arkansas State University's international students at least on a semi-annual basis. COJ has also collaborated with instructors of the International Studies Program to familiarize its department heads and directors about "Travel Training" and attend any international students welcome events that occur on campus.

Task 2, Step 2: Review information obtained from community organizations.

COJ communicates on a regular basis with officers of the Hispanic Community Services, Incorporated (HCSI) in an effort to learn of any change in the dynamics affecting the local Hispanic/Latino community. While Valley View Adult Education Center does offer ESL classes to non-English speakers throughout the year, public transit services are available in front of their facility. However, the use of public services has not recorded any significant LEP residents. The

reason for this pattern of non-use access for these individuals may be due to classes offered in the evening after public services are closed for the day.

Task 2, Step 3: Consult directly with LEP persons.

As has been explained earlier, COJ intentionally and consistently proactive in engaging members of Jonesboro’s LEP community through its relationships with HCSI, Arkansas State University’s Office of International Programs, and the ESL programs at both the Jonesboro Public Schools and the Nettleton Public Schools. COJ also provides HCSI information about its planning activities that is included in their monthly community calendar to the Hispanic/Latino Community.

COJ has made use of advanced technologies to disseminate information and to encourage participation in its planning activities. Notices of public hearings and meetings are posted on COJ Website. Email notices publicizing these events have been sent to a diverse group of local organizations. The following agencies have been notified of upcoming COJ public hearings and meetings, along with a request for the addressee to provide the attached information to their clientele.

- Abilities Unlimited, Incorporated
- Arkansas Department of Human Services - Jonesboro
- Crowleys Ridge Development Council
- East Arkansas Planning and Development District
- Greater Jonesboro Chamber of Commerce
- Hispanic Community Services Incorporated
- Jonesboro Urban Renewal and Housing Authority
- Jonesboro Regional Public Library
- St. Bernards Senior Center
- The Learning Center
- The Mall at Turtle Creek
- Valley View Adult Education Center
- All neighborhoods associations

JET has especially attempted to make contact with LEP individuals through the Jonesboro and Nettleton School Districts LEP programs and through the ESL instruction offered by the Valley View Adult Education Center.

Factor 3: The importance to LEP persons of your program, activities, and services

Task 3, Step 1: Identify your agency's most critical services.

COJ has several public services; they are public transit and residential services for all residents.

Of these, COJ has two types of transit through bus routes and street infrastructure, with its larger transit addressed through sidewalks and roads, where negative consequences will most frequently occur if COJ is not prepared to minimize language challenges for the LEP population. If the city staff are unready to provide transit and street information and/ or verbal assistance for its LEP users, then they will be denied their right to equal transportation access, potentially experience serious complications in their travel, and suffer tremendous frustration in attempting to use public transportation modes. LEP users unable to receive needed information might be late to employment or education classes, miss any medical/dental appointments, or experience other serious inconveniences or complications as they travel throughout our city.

In other circumstances, potential danger and/or actual injury could occur to LEP users. In the event that a city employee needed to provide emergency instructions or information pertinent to security awareness and/or emergency preparedness, users with limited English proficiency could be seriously disadvantaged, and possibly even to a life-threatening degree.

Also, for LEP users with disabilities brings additional issues through confusion in their attempts to utilize public services could result in unnecessary "No Shows" and/or cancellations that could hinder their access to health care, shopping, banking services, etc. This would certainly have the negative impacts as described in the paragraph above and could eventually add to the seriousness of their disability.

Accordingly, COJ will endeavor to minimize the barriers that a user having limited English language might encounter using the city's public services. One specific approach would be performed involves COJ installing Google Translate software on its Website to help mitigate any difficulty that LEP users could experience in obtaining service information. Additionally, with Spanish being the language most frequently used in this area by non-English speakers, COJ has posted information throughout the metro area in Spanish to assist these users.

Task 3. Step 2: Review input from community organizations and LEP persons.

COJ is very active and it intentionally seeks opportunities to engage with community organizations, including those who generally serve the LEP population. For several years, COJ has maintained a strong relationship with Hispanic Community Services, Inc. (HCSI), a local non-profit that exists to assist in the integration of the Hispanic/Latino community. COJ and HCSI cooperates often throughout the year to promote both open dialogue between COJ and the Hispanic/Latino community and mutually beneficial activities.

COJ actively hosts the public meetings held in each of Jonesboro's six aldermanic wards. Sponsored by the Mayor, these meetings attract citizens from each of these City Council election districts who have concerns about public issues. While many of the attendees to these ward meetings do not come primarily to address any specific issue, they are availed of an opportunity to participate in discussions concerning public services in their wards. However, these ward

meetings are not generally well-attended by LEP members of the community.

Goals established by COJ for reaching the LEP members of our community are as follows:

- Determine what non-English languages and other cultural barriers exist to public participation within the City of Jonesboro.
- Provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to the various populations within the City of Jonesboro.
- Hold meetings in locations where they are accessible and reasonably welcoming to all area residents, including, but not being limited to low-income and minority members of the community.
- Provide effective means to obtain information from those segments of the community who are unlikely to attend public meetings.
- Provide a framework of diverse actions appropriate to a variety of plans and programs, as well as for potential alternatives to these plans and programs.
- Employ a variety of media to convey the information presented, including but not limited to charts, graphs, photos, maps, the Internet, and social media.
- Determine the particular stakeholders that will be potentially affected by the strategic planning that should be considered at a specific public meeting and make appropriately targeted efforts to engage their participation.

In the Spanish-speakers composition, the distinct majority of the relatively small LEP population residing in Jonesboro, developing an effective means of reaching the Hispanic/Latino community (primarily through the offices of HCSI) with planning information that will provide contact with a significant percentage of Jonesboro's LEP population.

Although COJ is certainly interested in developing an effective means of communicating with the remaining portion of Jonesboro's LEP population, none of the other linguistic groups reported in the Jonesboro Census data have a concentration sufficient to develop and support an advocacy agency. However, COJ will continue to be sensitive to developments within its LEP population and intentionally seek opportunities to help establish effective communication with other LEP groups as the opportunities arise.

Factor 4: The resources available to the recipient and costs

Task 4, Step 1: Inventory language assistance measures currently being provided along with associated costs.

To assist LEP individuals develop information that will help them access public services in Jonesboro, COJ is currently engaged in:

- ❖ Working with the Hispanic Community Services, Incorporated to link a new COJ website to the Hispanic/Latino Community
- ❖ Working with the Hispanic Community Services, Incorporated to develop informational material about different public service (No Cost to users)

- ❖ Adding a Google translation application to the COJ Website (no cost to users).

Annual costs for these measures will be negotiable.

Task 4. Step 2: Determine what, if any, additional services are needed to provide meaningful access.

Although the contact between city staff and LEP individuals is rather infrequent, COJ personnel will not be allowed to assume that this pattern will continue to exist. Therefore, COJ includes training sessions to prepare staff for the instances when such contact does occur. We emphasize frequently to those of our staff who will be most likely to encounter an LEP user that just being fluent in "Arkansaw" is not sufficient. Hispanic/Latino leaders have told COJ that one of the most important factors in developing consistent Hispanic/Latino users is they need to feel welcome then they will decide to become users of public services. COJ employees are being trained to exhibit this behavior.

Task 4. Step 3: Analyze your budget.

COJ has limited resources based upon the tax base of its residents and visitors. Taking this into consideration, and given the relatively small percentage of Jonesboro's population considered LEP, it would not be prudent now for COJ to devote a substantial portion of its budget to developing bi-lingual materials. However, COJ will be responsive to the needs of LEP individuals and it will meet opportunities to serve the LEP population with appropriate resources.

The use of Google translator technology will cost neither COJ nor its residents and will allow information that appears on COJ's Website to be translated into a variety of languages. While COJ recognizes that the use of such technology may be beyond the means and capabilities of many in the LEP community, it also is of the opinion that this technology is too valuable to not make available.

Definitely, capital budget increases for bi-lingual/multi-lingual signage inside of City offices and facilities should be considered in the years beyond 2020 as this population grows.

Task 4. Step 4: Consider cost effective practices for providing language services.

COJ will continue to collaborate with the community organizations listed in Task 1, in order to serve the LEP population residing in Jonesboro. Such collaboration could provide:

- A more comprehensive service to the LEP community
- Assistance with translating both printed and on-line information
- Bi-lingual travel training for LEP populations
- Educational opportunities to help improve access to COJ's public services



Jonesboro City Government

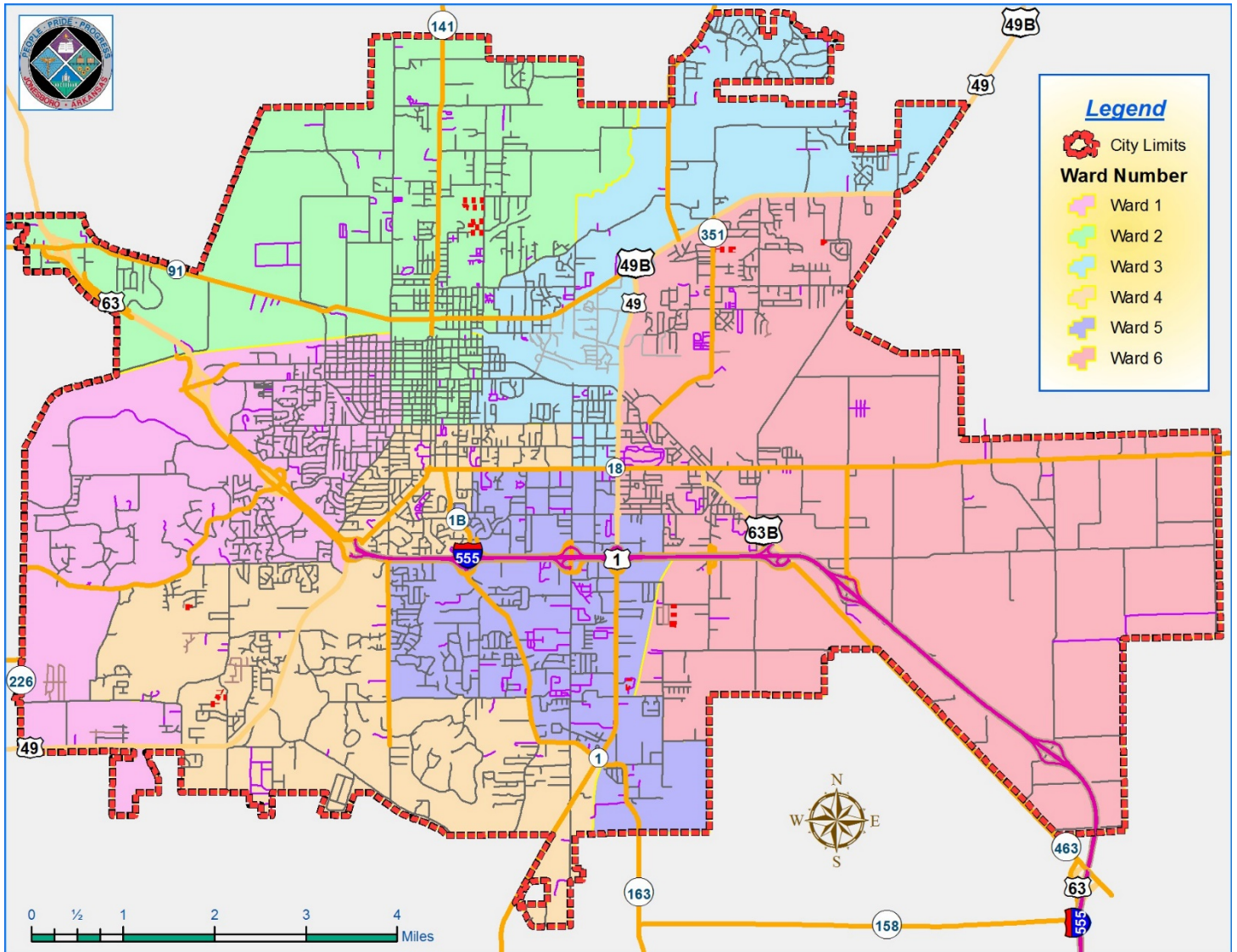
| Title | Name | Race | Ward | Expiration |
|---------------|------------------|------------------------|------|------------|
| Mayor | Harold Perrin | White/ Non-Hispanic | All | 12/31/2020 |
| City Clerk | Donna Jackson | White/ Non-Hispanic | All | 12/31/2020 |
| City Attorney | Carol Duncan | White/ Non-Hispanic | All | 12/31/2018 |
| Alderman | Charles Frierson | White/ Non-Hispanic | 1 | 12/31/2018 |
| Alderman | Gene Vance | White/ Non-Hispanic | 1 | 12/31/2020 |
| Alderman | Charles Coleman | Black | 2 | 12/31/2018 |
| Alderman | Chris Moore | White/ Non-Hispanic | 2 | 12/31/2020 |
| Alderman | Ann Williams | White/ Non-Hispanic | 3 | 12/31/2018 |
| Alderman | Chris Gibson | White/ Non-Hispanic | 3 | 12/31/2020 |
| Alderman | John Street | White/ Non-Hispanic | 4 | 12/31/2018 |
| Alderman | Mitch Johnson | White/ Non-Hispanic | 4 | 12/31/2020 |
| Alderman | Darrel Dover | White/ Non-Hispanic | 5 | 12/31/2018 |
| Alderman | Joe Hafner | White/ Non-Hispanic | 5 | 12/31/2020 |
| Alderman | Bobby Long | White/ Non-Hispanic | 6 | 12/31/2018 |
| Alderman | David McClain | Black | 6 | 12/31/2020 |



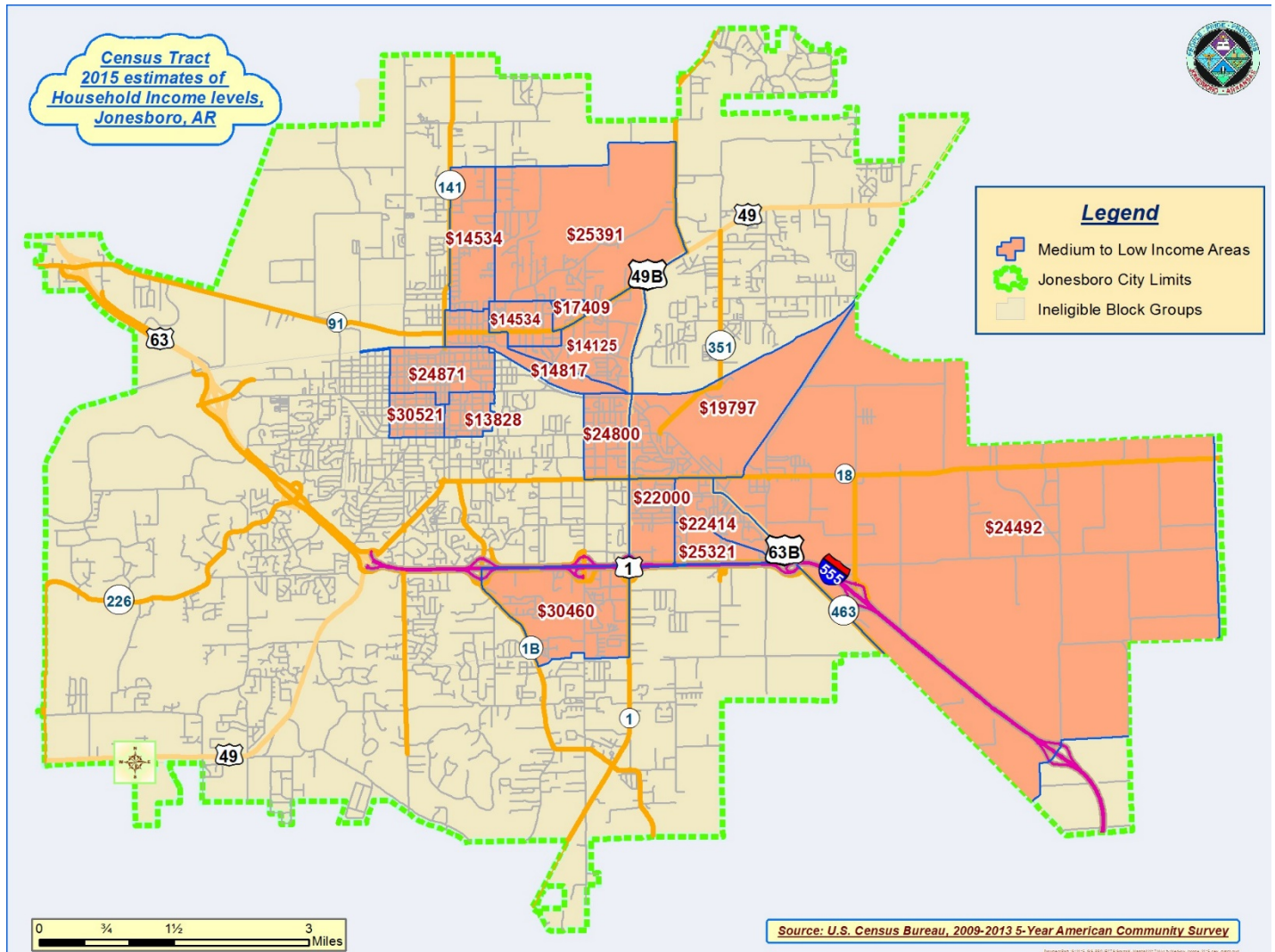
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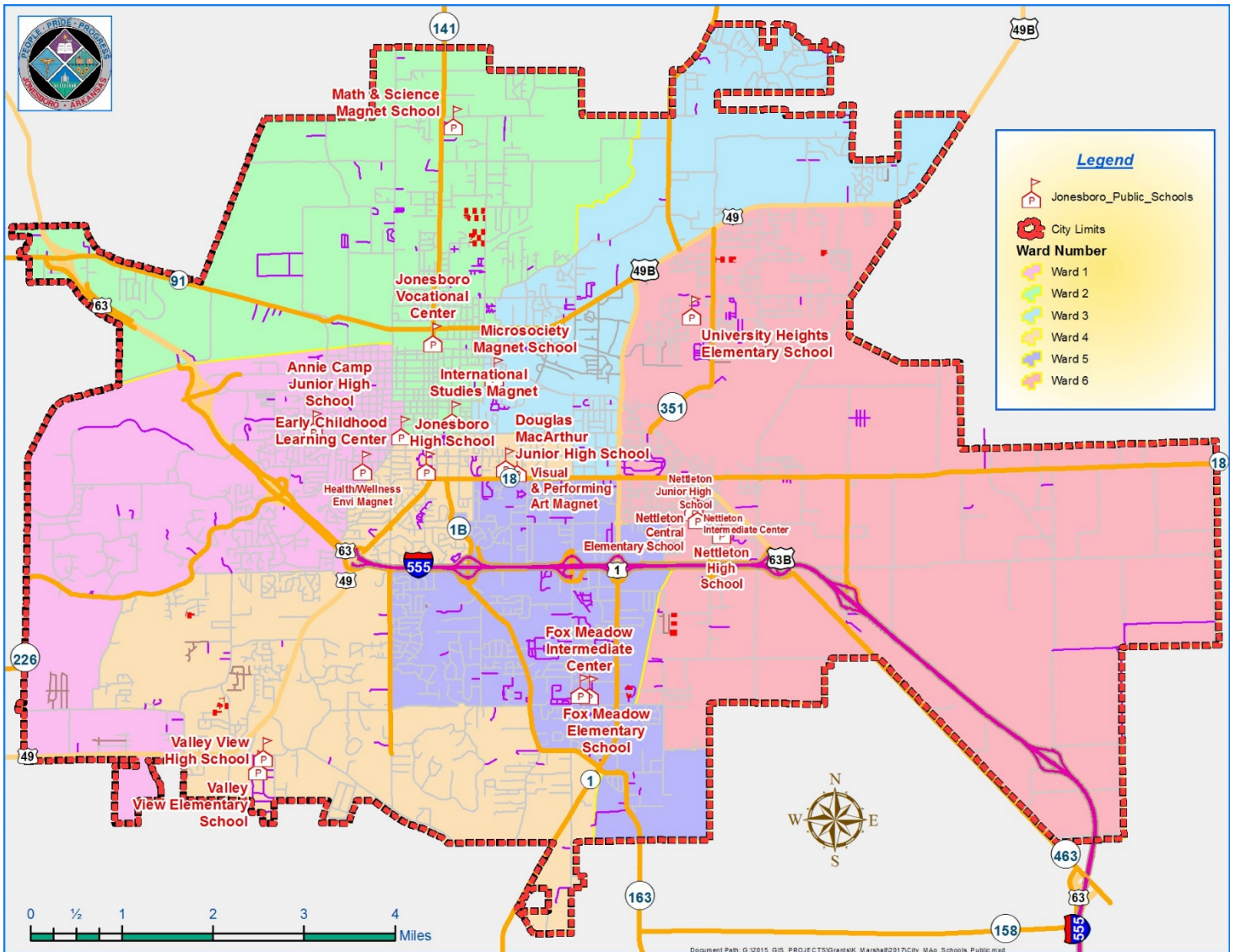
Appendix 1 – City of Jonesboro Map (Current)



Appendix 2 –Low Income Neighborhood Census Data Map



Appendix 3 - Jonesboro and Nettleton Public Schools



Appendix 4 – City Council Adoption of Title VI Plan